



# **C790 Series**

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## **Maintenance Guide**

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[www.lexmark.com](http://www.lexmark.com)

# Contents

<b>Maintaining the printer.....</b>	<b>3</b>
Cleaning the exterior of the printer.....	3
Cleaning the printhead lenses.....	3
Storing supplies.....	4
Checking the status of supplies.....	5
Checking the status of supplies from the printer control panel.....	5
Checking the status of supplies from a network computer.....	5
Ordering supplies.....	5
Ordering a print cartridge.....	5
Ordering a fuser or a transfer module.....	6
Ordering a waste toner bottle.....	6
Ordering staple cartridges.....	6
Ordering a cleaning kit.....	7
Replacing supplies.....	7
Replacing a print cartridge.....	7
Replacing the waste toner bottle.....	10
Moving the printer.....	11
Before moving the printer.....	11
Moving the printer to another location.....	12
Shipping the printer.....	12

# Maintaining the printer

Periodically, certain tasks are required to maintain optimum print quality.

## Cleaning the exterior of the printer

- 1 Make sure that the printer is turned off and unplugged from the wall outlet.



**CAUTION—SHOCK HAZARD:** To avoid the risk of electric shock when cleaning the exterior of the printer, unplug the power cord from the wall outlet and disconnect all cables to the printer before proceeding.

- 2 Remove paper from the standard exit bin.

- 3 Dampen a clean, lint-free cloth with water.

**Warning—Potential Damage:** Do not use household cleaners or detergents, as they may damage the finish of the printer.

- 4 Wipe only the outside of the printer, making sure to include the standard exit bin.

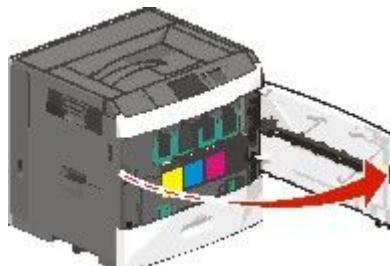
**Warning—Potential Damage:** Using a damp cloth to clean the interior may cause damage to your printer.

- 5 Make sure the paper support and standard exit bin are dry before beginning a new print job.

## Cleaning the printhead lenses

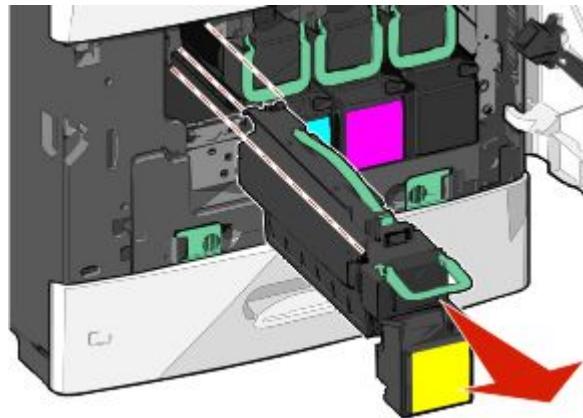
Clean the printhead lenses when you encounter print quality problems.

- 1 Open the front door.

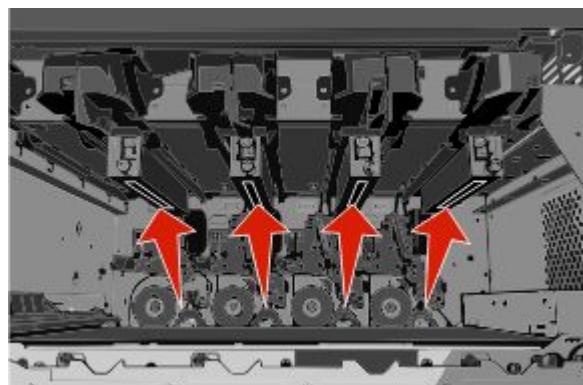


- 2 Remove all print cartridges.

**Warning—Potential Damage:** Do not touch the shiny area on the photoconductor drum. Doing so can damage the photoconductor.



**3** Locate the four printhead lenses.

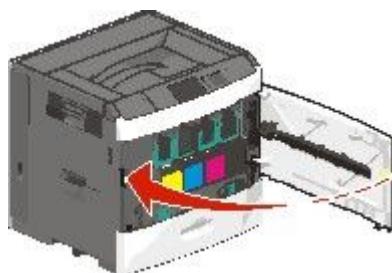


**4** Clean the lenses using compressed air.

**Warning—Potential Damage:** Do not touch the printhead lenses.

**5** Reinstall the print cartridges.

**6** Close the front door.



## Storing supplies

Choose a cool, clean storage area for the printer supplies. Store supplies right side up in their original packing until you are ready to use them.

Do not expose supplies to:

- Direct sunlight
- Temperatures above 35°C (95°F)

- High humidity above 80%
- Salty air
- Corrosive gases
- Heavy dust

## Checking the status of supplies

A message appears on the display when a replacement supply item is needed or when maintenance is required.

### Checking the status of supplies from the printer control panel

From the home screen, touch **Status/Supplies > View Supplies**.

### Checking the status of supplies from a network computer

**Note:** The computer must be connected to the same network as the printer.

- 1 Type the printer IP address into the address field of your Web browser.

If you do not know the IP address of the printer, you can:

- View the IP address on the printer control panel in the TCP/IP section under the Networks/Ports menu.
- Print a network setup page or the menu settings pages and locate the IP address in the TCP/IP section.

- 2 Click **Device Status**.

The Device Status page appears, displaying a summary of supply levels.

## Ordering supplies

To order supplies in the U.S., contact Lexmark at 1-800-539-6275 for information about Lexmark authorized supplies dealers in your area. In other countries or regions, visit the Lexmark Web Site at [www.lexmark.com](http://www.lexmark.com) or contact the place where you purchased the printer.

**Note:** All life estimates for printer supplies assume printing on letter- or A4-size plain paper.

### Ordering a print cartridge

When **88 [color] cartridge low** or **88 [color] cartridge nearly low** appears, order a new cartridge.

Estimated cartridge yield is based on the ISO/IEC 19798 standard. Extremely low print coverage (less than 1.25%) for extended periods of time may negatively affect actual yield and may cause cartridge parts to fail prior to exhaustion of toner.

## Recommended print cartridge and part number

Part name	Lexmark Return Program Cartridge	Regular cartridge
Cyan Print Cartridge	C792A1CG	C792A2CG
Cyan Extra High Yield Print Cartridge	C792X1CG	C792X2CG
Magenta Print Cartridge	C792A1MG	C792A2MG
Magenta Extra High Yield Print Cartridge	C792X1MG	C792X2MG
Yellow Print Cartridge	C792A1YG	C792A2YG
Yellow Extra High Yield Print Cartridge	C792X1YG	C792X2YG
Black Print Cartridge	C792A1KG	C792A2KG
Black Extra High Yield Print Cartridge	C792X1KG	C792X2KG

## Ordering a fuser or a transfer module

When **80 Fuser Life Warning** or **83 Transfer Module Life Warning** appears, order a replacement fuser or a transfer module.

When **80 Replace Fuser** or **83 Replace Transfer Module** appears, install the new fuser or the new transfer module. For installation information, see the documentation that came with the part.

Part name	Part number
Fuser	40X7102 (100 volts) 40X7100 (115 volts) 40X7101 (230 volts)
Transfer Module	40X7103

## Ordering a waste toner bottle

When **82 Waste toner bottle nearly full** appears, order a replacement waste toner bottle.

When **82 Replace waste toner bottle** appears, replace the waste toner bottle.

**Note:** Waste toner bottle reuse is not recommended.

Part name	Part number
Waste toner bottle	C792X77G

## Ordering staple cartridges

When **Staples Low** or **Staples Empty** appears, order the specified staple cartridge.

For more information, see the illustrations inside the stapler door.

Part name	Part number
Staple Cartridges—3 pack (Since a pack contains 5,000 staples, a 3-pack contains 15,000 staples.)	25A0013

## Ordering a cleaning kit

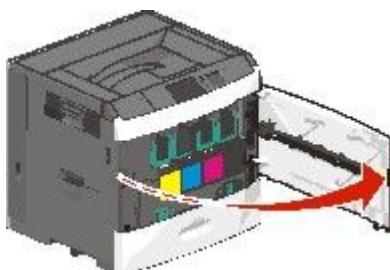
Use the wet and dry wipes from the cleaning kit to clean the touch screen.

Part name	Part number
Cleaning kit (wet and dry wipes)	40X0392

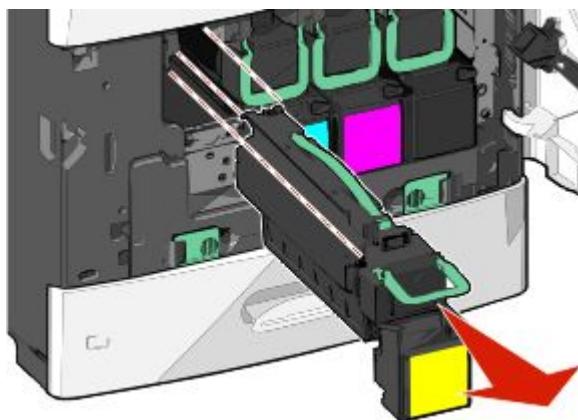
## Replacing supplies

### Replacing a print cartridge

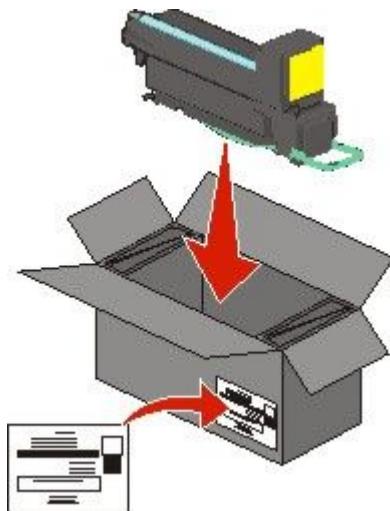
- 1 Open the front door.



- 2 Lift the green handle and pull the print cartridge. Grasp the top handle and lift the cartridge out of the machine.

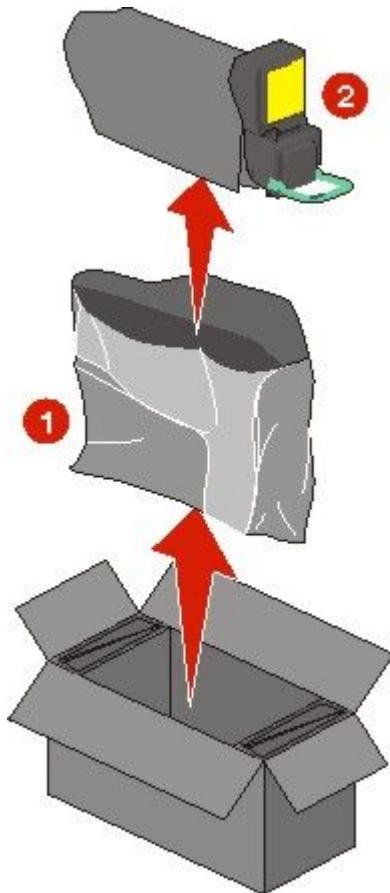


- 3** Place the old cartridge in the replacement cartridge shipping box, and then attach the return label to the box for shipping.

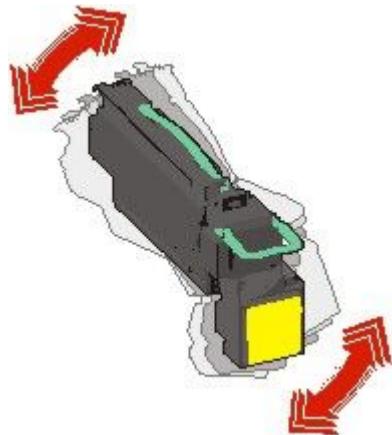


- 4** Unpack a new print cartridge.

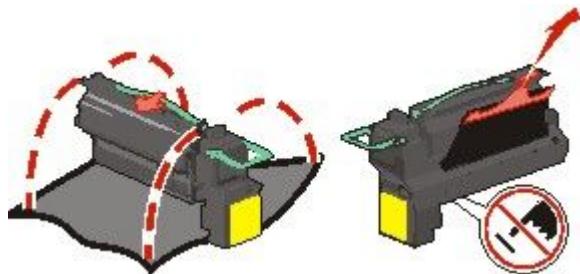
**Warning—Potential Damage:** Be careful not to touch the photoconductor drum. Doing so may affect the print quality of future print jobs.



**5** Shake the new cartridge front-to-back and side-to-side to evenly distribute the toner.

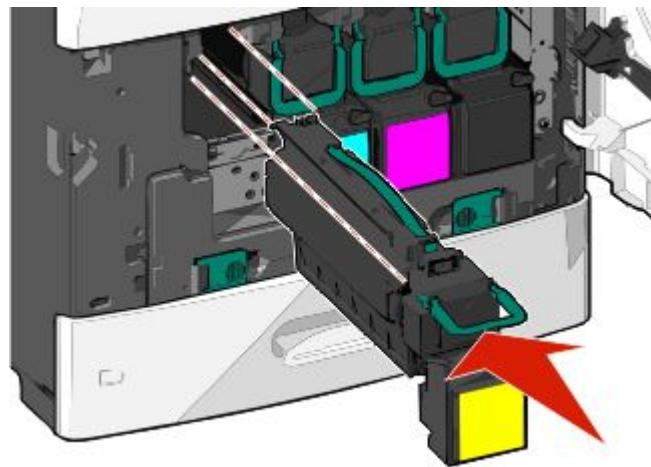


**6** Remove the red packing strip from the new cartridge.

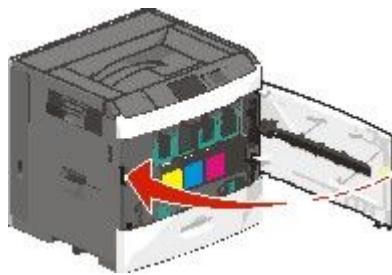


**7** Insert the new cartridge into the printer, and then push the green handle back in place.

**Note:** Make sure the cartridge is fully pushed in.



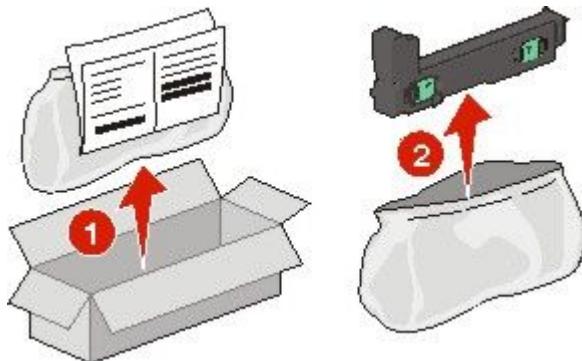
**8** Close the front door.



## Replacing the waste toner bottle

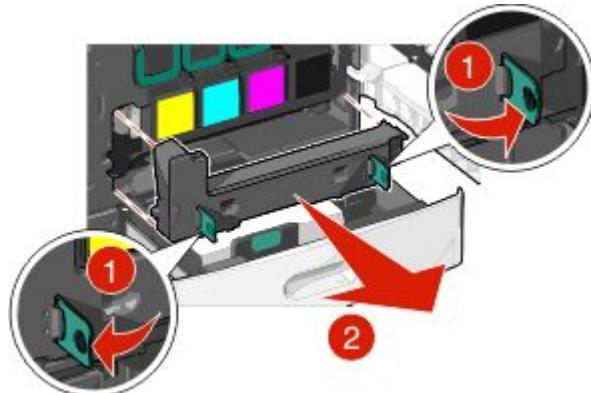
Replace the waste toner bottle when **82.xx Replace waste toner bottle** appears. The printer will not continue printing until the waste toner bottle is replaced.

**1** Remove the replacement waste toner bottle from its shipping box, and then unpack it.



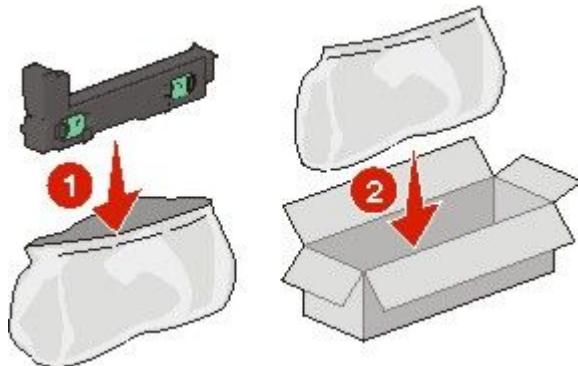
**2** Open the printer front door, and then open tray 1.

**3** Pull the green tabs sideways, and then grasp and pull the tabs with both hands to remove the waste toner bottle.

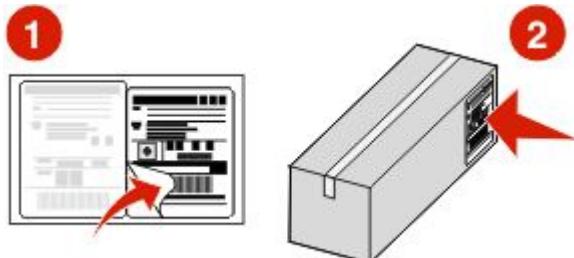


**4** Place the waste toner bottle in the recycling bag.

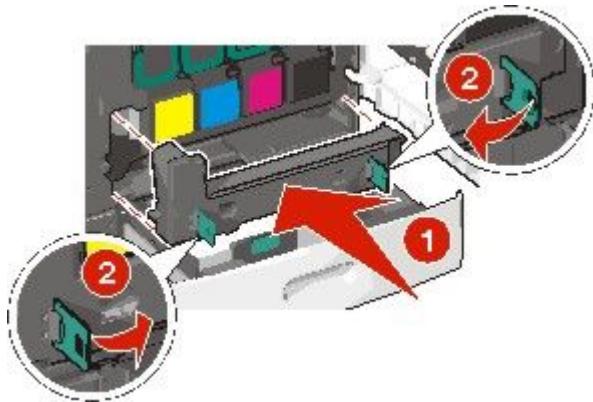
**5** Place the bag into the shipping box you removed the replacement part from.



**6** Peel the recycling label off, and place it on the shipping box.



**7** Insert the new waste toner bottle into the printer.



**8** Close tray 1, and then close the front door.

## Moving the printer

### Before moving the printer

**⚠ CAUTION—POTENTIAL INJURY:** The printer weight is greater than 18 kg (40 lb) and requires two or more trained personnel to lift it safely.

**⚠ CAUTION—POTENTIAL INJURY:** Before moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Turn the printer off using the power switch, and then unplug the power cord from the wall outlet.
- Disconnect all cords and cables from the printer before moving it.
- Lift the printer off of the optional drawer and set it aside instead of trying to lift the drawer and printer at the same time.

**Note:** Use the handholds located on both sides of the printer to lift it off the optional drawer.

**Warning—Potential Damage:** Damage to the printer caused by improper moving is not covered by the printer warranty.

## Moving the printer to another location

The printer and options can be safely moved to another location by following these precautions:

- Any cart used to move the printer must have a surface able to support the full footprint of the printer. Any cart used to move the options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.

## Shipping the printer

When shipping the printer, use the original packaging or call the place of purchase for a relocation kit.